

2009 Tennessee Business Matchmaking Webinar Series

Frequently Asked Questions (FAQ)

1. What is a webinar?

A webinar is a web-based seminar.

2. How do I participate?

(1) RSVP to attend one of the monthly webinar sessions. To RSVP, call 1-800-872-7201.

(2) When it is time for the scheduled webinar, go to www.ReadyTalk.com and enter the Access Code: 3047401. To listen to the speaker, call 1-866-740-1260 and use the same access code number (3047401). You will be asked to provide your name, business name, etc. After the entire group is on the call/webinar, you will be asked to “mute” your phone to eliminate background noise. The sessions will be recorded and available later.

3. Will I need to download any software?

In most cases, no. ReadyTalk is compatible with most computer systems. To check if your system is fully compatible, visit: <http://www.readytalk.com/support/>. If you have problems, call Vergia Bigger at (615) 736-5629.

4. Is there a cost to participate?

No. This is a free service provided by ECD-BERO and SBA. You must RSVP, though!

5. Will the webinars be recorded?

Yes. If you cannot attend the live webinar, you can view the recorded webinars at <http://www.tnecd.gov/matchmaking>.

6. Why do I have to make a reservation to participate?

SBA has a standard limit of 99 participants per webinar. If over 99 people register, SBA can expand the number of allowable participants.

7. Can I submit questions in advance?

Yes. We encourage attendees to submit questions for the presenter in advance of each scheduled webinar. Submit questions to Michelle.Proctor@tn.gov or Vergia.Bigger@sba.gov.

8. If I'm a service provider and want to air the webinar for a group of small business owners, what will I need?

If you would like to host a group of small business owners to watch the webinar at your location, you will need a laptop, internet connection, LCD projector, speakers and space for your attendees.

9. If I am a presenter, can I give the presentation from my office?

Yes. However, SBA will need to come on-site for set-up and technical support. Contact SBA, Vergia Bigger, at (615) 736-5629.

10. Where will the live webinars be hosted?

Many of the live webinars will be hosted at the SBA office located at 50 Vantage Way, Suite 201, Nashville, TN 37228. Participants are welcome to attend the live webinars hosted at the SBA office. If you are interested in attending a live webinar, contact Michelle Proctor at (615) 741-8914 or Vergia Bigger at (615) 736-5629 to confirm the location.